

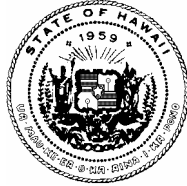
State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Oahu Branch, Employment and Child Care Program Office

Request for Proposals

HMS-903-05-03-S Parenting Skills and Resource Management Training for TANF, Childcare Subsidy Recipients and Child Welfare Families

March 27, 2005

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96890-0339

March 28, 2005

MEMORANDUM

TO: All Interested Parties

FROM: Lillian B. Koller, Esq., Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – PARENTING SKILLS AND RESOURCE MANAGEMENT TRAINING FOR TANF RECIPIENTS, CHILD WELFARE, CHILD CARE SUBSIDY RECIPIENTS AND OTHER QUALIFIED LOW INCOME FAMILIES, RFP# HMS-903-05-03-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

An Informational meeting is scheduled on O'ahu on Monday, April 4, 2005, from 1:30 p.m. to 3:30 p.m. at Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813. For more information, please call Kim Arista at 586-7090. The Department's Program staff will be present at this session to review the RFP requirements and informally address questions you may have. In order for the proposal to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS/ BESSD/ ECCPO, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals must be received no later than 4:30 p.m., Friday April 22, 2005.

Proposal and accompanying materials not requested by the Department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 1 Original and 3 Copies
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**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)
NO LATER THAN
April 22, 2005**

All Mail-ins

Department of Human Services
Benefit, Employment and Support
Services, Employment and Child
Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Kim Arista
For further info. or inquiries

Phone: 586-7090
Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii
Standard Time (HST) April 22, 2005.**

Drop-off Site

Department of Human Services
Benefit, Employment and Support Services
Office
820 Mililani Street, Suite 606
Honolulu, Hawaii

BE ADVISED: All mail-ins postmarked by USPS after **April 22, 2005**, will be rejected.
Hand deliveries will **not** be accepted after **4:30 p.m., HST, April 22, 2005**.
Deliveries by private mail services such as FEDEX shall be considered hand
deliveries and will not be accepted if received after **4:30 p.m., HST, April 22,
2005**.

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state-purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

II. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services	Benefit Employment and Support Services Division Employment and Child Care Program Office 820 Mililani Street, Suite 606 Honolulu, Hawaii 96813
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Phone (808) 586-5735	Fax: (808) 586-5744
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IV. Procurement Timetable

Note that the procurement timetable represents the State's best-estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	March 27, 2005
Distribution of RFP	March 28, 2005
RFP orientation session	April 4, 2005
Closing date for submission of written questions for written responses	April 8, 2005
State purchasing agency's response to applicants' written questions	April 13, 2005
Proposal submittal deadline	April 22, 2005
Proposal evaluation period	April 23-April 28, 2005
Provider selection	May 3, 2005
Notice of statement of findings and decision	May 6, 2005
Contract start date	July 1, 2005

V. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: April 4, 2005 **Time:** 1:30pm
Location: 820 Mililani Street, Suite 606, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions).

VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state-purchasing agency.

Deadline for submission of written questions:

Date: April 8, 2005 **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: April 13, 2005

VII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: www.spo.hawaii.gov, click *Procurement of Health and Human Services* and *For Private Providers*. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Registration Form (SPO-H-100A)** – If applicant is not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their registration status, they may check the State Procurement Office website at: <http://www.spo.hawaii.gov>, click *Procurement of Health and*

Human Services, and For Private Providers and Provider Lists...The List of Registered Private Providers for Use with the Competitive Method of Procurement or call the State Procurement Office at (808) 587-4706.

6. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website at www.hawaii.gov/tax/tax.html.

- B. **Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.
- C. **Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Proposal Submittal** - Proposals must be postmarked by USPS or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Proposals that are submitted via fax, diskette, email or other electronic means will NOT be permitted.
- E. **Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at <http://www.capitol.hawaii.gov/>. Or go directly to:

http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm

- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

VIII. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

IX. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state-purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

X. Additional Materials and Documentation

Upon request from the state-purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state-purchasing agency in its evaluation of the proposals.

XI. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time shall be rejected. If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIII. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XIV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XV. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVI. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

XVII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XVIII. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the Proposal Application Checklist in Section 5 of this RFP. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state-purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller, Esq.	Name: Edwin Igarashi
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, Hawaii 96813	Mailing Address: P.O. Box 339 Honolulu, Hawaii 96813

XIX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XX. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See Section 5, Proposal Application Checklist for the address). Special conditions may also be imposed contractually by the state-purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state

purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see section 5, the Proposal Application Checklist). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii intends to enter into an Agreement with a provider/providers to establish Parenting Skills and Resource Management Training for TANF (Temporary Assistance for Needy Families), Childcare Subsidy recipients and Child Welfare Families who have harmed or are at risk of harming their children, in order to accomplish the following; Raise the quality and standards of parent education programs through technical assistance and capacity building services; Develop common outcomes-based evaluation and reports across parent education programs; and Establish communication and other linkages that support mutual assistance among parent education programs.

Families identified as at-risk are those with parents whose circumstances and life experiences render them ill equipped to provide a nurturing home. The children are often at increased risk for sub-optimal health, neglect and maltreatment. Research indicates this problem is a serious threat to the lives of children today and will have a tremendous impact on the lives of adults in the future. In Hawaii the incidence of confirmed child maltreatment increased by thirty-four percent (34%) from 2000-2003 (Department of Human Services' Annual Reports). The major precipitating factors of child maltreatment include an inability to cope with parenting problems and life stresses such as inadequacies in income and housing, substance use, mental health issues and family violence including intimate partner abuse. For such families, Parenting and Resource Management Skills training can provide a culturally sensitive and coordinated system of family strengthening support focused on prevention and early intervention of child maltreatment.

In support of TANF purposes 1, 2 and 4 which are to provide assistance to needy families; to end dependence of needy parents by promoting job preparation, work and marriage, and encourage the formation and maintenance of two-parent families, The State of Hawaii Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Employment and Child Care Program Office requests proposals

from qualified applicants to provide Parenting Education services which will contribute to the vision of safe, healthy and nurturing communities. Parenting and Resource Management Skills training are reasonably calculated to accomplish the above said purposes.

B. Description of the goals of the service

The Department of Human Services is looking for qualified private, community or faith based applicants to provide comprehensive parenting education services that will address issues such as but not limited to anger management, positive discipline, child development, effective communication, child safety, conflict resolution, resource management, proper nutrition and the effects of domestic violence on children. Proposals should clearly describe how services are intended to directly impact the issues related to positive parenting, prevention of child abuse and neglect and how they will contribute to accomplishing the following objectives:

1. Reducing incidence of child maltreatment and entrance into the Child Welfare system.
2. Reducing the number of families re-entering the Child Welfare system
3. Increasing self-sufficiency through resource management (time, financial, stress and family management)
4. Providing culturally competent environments in which in which participants will be encouraged to participate in and complete the Parenting Skills training.

C. Description of the target population to be served

The primary target population for the service includes TANF, Child Welfare and Child Care parents who have harmed or are at risk of harming their children and who may volunteer or be mandated to participate.

D. Geographic coverage of service

Proposal request is statewide; however, services may not necessarily need to be provided statewide by a single agency. DHS reserves the right to make awards based on the best configuration of services statewide.

E. Probable funding amounts, source, and period of availability

1. Funding Period: July 1, 2005 to June 31, 2006

Total Amount of Federal Funds: \$500,000 (FIVE HUNDRED THOUSAND DOLLARS AND NO/100)

Prospective applicants interested in providing service for a particular geographic area are advised that individual funding shall be distributed in the following manner:

1 site on the island of Kauai	\$40,000
1 site on the island of Maui	\$50,000
1 site on East Hawaii Island	\$55,000
1 site on West Hawaii Island	\$55,000

2 sites on the Island of Oahu for the amount of \$150,000 each.

Source of Federal Funds: C.F.D. A. # 93.558 Temporary Assistance for Needy Families (TANF) www.cfda.gov

2. DHS anticipates funds to be awarded for a 12-month period, subject to the availability of funds and quality of program services. There may be a possibility for three (3) twelve (12) month extensions of the initial award period subject to the availability of funds and satisfactory provider performance. The DHS reserves the right to determine the configuration of services and awards to best meet the needs of the State after all proposals are reviewed.
3. DHS reserves the right to make modifications to the scope of services and in the funding amounts that it is unable to anticipate now. There may be unique circumstances, not limited to federal grants, which require these modifications be made to continue or to improve services. Additionally, should funding be increased or decreased, DHS reserves the right to add in additional funds or decrease funds at its discretion.
4. A single contract may be awarded to a proposal that demonstrates knowledge, experience and competence in providing parenting skills training services and demonstrated the ability to provide comprehensive and efficient services for multiple program locations.

Conversely, multiple contracts may be awarded to individual proposals that demonstrate more efficient and comprehensive parenting education services that would be provided at specific locations.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary purchaser participation
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases

Will be allowed.

Planned secondary purchases

None

C. Multiple or alternate proposals **check one**
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded **check one**
(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Multiple contracts may be awarded, as the DHS deems appropriate to best meet the needs of the State after all proposals are reviewed

E. Single or multi-term contracts to be awarded **check one**
(Refer to §3-149-302, HAR)

☒ Single term (≤ 2 yrs) ☐ Multi-term (> 2 yrs.)

The contract period shall be a single term, twelve-month contract subject to the program's satisfactory performance and the availability of funds. There may be a possibility for three (3) twelve (12) month extensions of the initial award period subject to the availability of funds and satisfactory provider performance.

DHS reserves the right to determine the configuration of services and awards to best meet the needs of the State after all proposals are reviewed.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

RFP Contact Person: Kim Arista, Program Specialist
Benefit, Employment and Support Service Division
Employment and Child Care Program Office
820 Mililani Street, suite 606
Honolulu, Hawaii 96813
Phone: (808) 586-7090
Fax: (808) 586-5744
Email: karista@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The PROVIDER shall provide parenting education services, which will include, but are not limited to the following:

1. Providing Trained facilitators to deliver comprehensive Parenting Skills Training in an environment in which participants are most comfortable or inclined to participate and encourages continuing participation.
2. Participating in the Technical Assistance program provided by The Center on the Family (COF) pursuant to a contract with DHS, including quarterly training sessions for agency representatives that focus on raising the quality of parenting education programs.
3. Providing Parenting Skills training to the target population that includes but is not limited to anger management, positive discipline, effective communication, child safety, money management and proper nutrition.
4. Incorporating procedures/strategies to motivate referred clients to participate.

5. Monitoring client participation and outcomes over time and utilizing Web based reporting system to be developed by COF.
6. Providing specific and detailed documentation of each class offered (outlines, materials, etc.)
7. Coordinating and collaborating with the Department of Human Services and the Center on the Family in this service delivery.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

Program Coordinator

- Master's degree in social/behavioral sciences, family studies, public health, education or related field;
- Three (3) years of specialized experience in the field of behavioral science to include delivery of parenting skills and family life education.
- Three (3) years supervisory, training and fiscal management experience.
- Comprehensive knowledge of stages of child development, family guidance, parenting and its dynamics, and family resource management.

Other staff:

The PROVIDER shall have job descriptions for staffing to include Parenting Skills Trainers and office assistants, which demonstrates they have knowledge and capability to work with the target groups, as indicated in the Scope of Work

2. Administrative

The PROVIDER shall be responsible for their own determination and compliance efforts in regards to the federal Health Insurance Portability and Accountability Act (HIPPA) of 1996.

The PROVIDER shall have established protocols to address child abuse and neglect, intimate partner violence, and sexual assault.

The PROVIDER shall make an acknowledgment of the Department on all printed materials

The PROVIDER shall ensure that all staff meet or exceed all minimum qualifications prior to start of employment.

The PROVIDER shall comply with all DHS and COF quality improvement activities, evaluation measures and data collection methods and standards.

The PROVIDER shall meet with the STATE to discuss any aspect of this agreement.

The PROVIDER shall follow procedures established by the Division regarding 1) purchase of equipment 2) telecom requests and 3) budget revisions.

The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulation of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. The applicant in its proposal, which, if successful, will become part of the Contract, therefrom must specifically define any deviations.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interest of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for work. Upon award of the work, the Department will forward the formal Contract to the successful offeror for execution. The Contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of the Agreement. The PROVIDER shall not provide any service until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offerors own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

The Special conditions, including but not limited to the following shall be incorporated in the Agreement:

A. Purchase of Equipment, Furniture, Supplies and Telecom Requests

1. All equipment purchased with contract funds under this Agreement including items of personal property, as distinguished from real property, that has an acquisition cost of \$250.00 or more per item and with an expected life of more than one year, shall remain the property of the STATE.
2. The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc., which are required for this Agreement. Subsequent purchases of equipment (that has a useful life of more than one year) shall require prior approval.
3. The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the contract.
4. The PROVIDER shall submit a telecom request to install or de-install any server, computers and printer-related equipment and telecommunications.

B. Budget Revisions

A Contractual Agreement will constitute approval for the expenditure of funds for specific items in the STATE approved budget. Except as provided below, the PROVIDER may make revisions among the budgeted line items within the total budgeted amount of the program, provided that the funds are used for allowable costs and do not exceed ten percent (10%) or \$500 of each budgeted line item, whichever is more. The PROVIDER shall request in writing to the STATE for prior approval for any of the following:

- 1) Revisions between budget categories (i.e. “A” Personnel Costs and “B” Other Current expenses).
- 2) Additions of costs categories or line items not included in the original budget line items.
- 3) Revisions of any budget line items on Contract Budget, Form SPO-H-205 (effective 10/01/09) attached hereto as Attachment “1”, page 2 which require a detailed justification form (i.e., salaries, Airfare, Contractual Services, Equipment, etc.).
- 4) Salary increases and any other expenditures that require prior approval in accordance with the State of Hawaii, State Procurement Office, chapter 103F, HRS-Cost Principles, Purchases of Health and Human Services and when applicable, in accordance with the Office of Management and Budget (OMB) Federal Cost Principles (OMB Circular A-21, A-87 or A-122).

C. Liability Insurance

Notwithstanding the “General Conditions” for all 103F-procured contracts where Sections 1.4 addresses the liability insurance in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), the Department of Human Services requires that the PROVIDER obtain, maintain and keep in force, throughout the period of this Agreement, liability insurance (the “Liability Insurance”) issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The PROVIDER’S Liability Insurance shall indicate the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising from or resulting from the Agreement. Prior to, or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days written notice of the intended cancellation.

5. Quality assurance and evaluation specifications

The PROVIDER shall conform to established standards of care and practices including but not limited to the following:

- A. Participation in COF's Technical Assistance Program for the purpose of attaining the following goals:
 - To bring the quality of all services to a certain desired level(capacity building)
 - To assure compliance with Federal requirements
 - To track indicator data across agencies (evaluation)
 - To promote effective fiscal management and tracking via web-based reporting system.
- B. Completion of COF developed evaluations by Provider.
- C. Completion of COF developed evaluations by Parent Participant.

6. Output and performance/outcome measurements

As a means toward achieving the goals of service the Department will require the reporting of performance measures. This approach proposes that the PROVIDER take responsibility for achieving short-term performance objectives, given available resources and other external factors affecting the organization. Defined performance objectives are addressed in this Section under Service Specifications, Subsection III, Scope of Work.

Note: For the purpose of program quality improvement, the Center on the Family (COF) and the Department of Human Services, Benefit Employment and Support Services Division, Employment and Child Care Program, will be reviewing Outcome and Output Measures in conjunction with the PROVIDER for possible revisions during the contract period.

Quarterly reports shall track the following:

- Number of referrals received from the First to Work Program, Child Welfare Services and Child Care Program.
- Numbers of referrals that are contacted by the PROVIDER and subsequently begin participation.
- Number of participants who complete Parenting Skills Training curriculum
- Number of participants who either enter or re-enter into Child Welfare system within a certain period of time.

5. Experience

The PROVIDER shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities and knowledge of, and 3 (three) years' experience relating to the delivery of the proposed services. The Provider shall also explain any relevant experience dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last 3 (three) years.

6. Coordination of services

Provider Responsibilities

The PROVIDER shall keep records to document information required about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawaii Revised Statute 346-10, and Hawaii Administrative Rules 17-601, and only after prior written notification to DHS.

The PROVIDER shall retain all records and make accessible for a minimum of three years after the date of submission of the PROVIDER'S final report to the STATE; provided that, in the event any litigation, claim, negotiation, investigation, audit, or other action involving the records has been started before the expiration of the 3-year period, the PROVIDER shall retain the records until completion of the action and resolution of all issues that arise from it or until the end of the regular 3-year retention period, which ever occurs later.

The PROVIDER staff shall comply with all appropriate federal and state laws, rules and regulations and policies and procedures governing the State-run, federally funded work programs for TANF recipients.

DHS Responsibilities

DHS shall develop, issue and oversee contracts resulting from this RFP.

Processing monthly invoices for payment.

Referring prospective participants for parenting education services.

Collaborating with UH Center on the Family to provide quarterly training for agency staff.

7. Reporting requirements for program and fiscal data

The PROVIDER shall submit to DHS-BESSD quarterly program reports on mutually agreed upon elements and terms of reporting. The quarterly program reports are due 30 calendar days after the end of each quarter.

The PROVIDER shall submit to DHS-BESSD a final program report for each budget period. The final program report for each budget period is due 45 calendar days after the end of the last quarter of each budget period.

The PROVIDER shall submit a monthly invoice to DHS-BESSD (Attention: Employment and Child Care Program Office [ECCPO]) on the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule.

The PROVIDER shall submit final expenditure reports for each budget period on DHS-BESSD approved forms 45 days after the end of each budget period.

The PROVIDER shall submit any additional reports, amended forms, or information that DHS-BESSD may require or request within 10 working days of notification.

8. Pricing structure or pricing methodology to be used

Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

Public Law 104-193, the federal law governing TANF, provides that “A State to which a grant is made under section 403 shall not expend more than 15 percent of the grant for administrative purposes”¹ The “Administrative Cost” means “costs necessary for the proper administration of the TANF program... It includes costs for the general administration and coordination of these programs, including indirect (or overhead) costs.”² The federal clarification provides that the administrative costs incurred by subgrantees, contractors, community

¹ Personal Responsibility and Work Reconciliation Act of 1996, §404(b), Pub. L. No. 104-193, 110 Stat. 2124(codified as amended in 42 U.S.C.604)

² Federal Register, Vol. 64, No. 69 (1999), Rules and Regulations, VIII. Part 263 (pp 17808-17814), Expenditures of State and Federal TANF Funds.

service providers, and third parties to be part of the administrative cost cap and that such costs would be determined in the same way as agency costs.

IV. Facilities

Facilities shall be adequate relative to the proposed services.

Facilities shall be ADA accessible to all staff and families who may want to attend.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. **See sample table of Contents***
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (for the website address see the Proposal Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

The purchasing agency shall consider proposals on a “cost-type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost-type” involves the payment of all incurred costs within a predetermined total estimate cost.

The purchasing agency shall select applicable cost proposals subject to the legal standing of the applicant organization, i.e., non-profit to for-profit and that are in the best interests of the State of Hawaii.

Please note, however, that the department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for the website address). The following budget form(s) shall be submitted with the Proposal Application:

The following are the budget form(s), which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide By Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel-Salaries & Wages
SPO-H-206B	Personnel-Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel- Inter-Island
SPO-H-206D	Travel- Out of State
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206I	Equipment Purchases*

*Expenditures require justification and prior approval.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- Most Recent Audit Report

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid Clearance Certificate issued by the Hawaii State Department of Taxation (DOTX) and the Internal Revenue Services (IRS) shall be submitted with Application (Form A-6) that combines DOTAX and IRS clearance shall be used for this purpose.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant opportunity orient evaluators as to the service(s) being offered.

1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

- Demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. Explain your relevant experience dealing with State of Hawaii contracts relating to the delivery of proposed services during the last 5 years.

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities

- Adequacy of facilities relative to the proposed services.

2. *Project Organization and Staffing (15 Points)*

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. *Staffing*

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.
- Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of proposed services.

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. *Service Delivery (55 Points)*

- Describe the overall program content and design.
- Demonstrate an understanding of the target group.
- Demonstrate an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates knowledge of case documentation and case record maintenance. Include any experience with electronic case record maintenance as utilized in computer systems.
- Demonstrates knowledge of handling customer service and complaints.
- Provides for public relations and community collaboration
- Assessment of the logic of the work plan for the major service activities, assignments and responsibilities, and realism of the timelines and schedules, as applicable.
- Describes staff/management activities.

5. *Financial (10 Points)*

Pricing structure based on cost reimbursement:

- Personnel costs are reasonable and comparable to positions in the community. Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal.
- Adequacy of accounting system.
- Audit report.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C.

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. *SPO-H forms are located on the web at <http://www.spo.hawaii.gov> Click *Procurement of Health and Human Services* and *For Private Providers*.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Registered)	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions is applicable, Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP	X	
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP	X	
Program Specific Requirements:				
Audit Report	Section 3, RFP	Section 3, RFP	X	
Organizational Chart	Section 3, RFP	Section 3, RFP	X	

Authorized Signature

Date

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